GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2312
ANSWERED ON:18.03.2002
TIME LIMIT ON VALIDITY OF TICKETS
AMBATI BRAHMANAIAH

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Indian Airlines has put a time limit on the validity of tickets;

(b) if so, the details thereof alongwith reasons therefor; and

(c) the steps taken/proposed to be taken by the Indian Airlines to make their commercial services attractive and passenger-friendly?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a): Yes, Sir.
(b): The details in respect of domestic tickets and international tickets are as under:-
(1) DOMESTIC TICKETS

- Tickets issued on INR/USD fare are valid for travel for a period of one year from the date of issue.
- Domestic travel is normally completed within a couple of months and this validity of one year, allows considerable flexibility in utilization of the tickets viz. Travel re-routing or re-issuance. Due to this flexibility the passenger is not required to purchase a fresh ticket and can get the same document reissued any number of times during its validity period of one year.

(2) INTERNATIONAL TICKETS

- The period of the validity is one year from the date of commencement of travel except if no portion of the ticket is used, one year from the date of issue of such tickets.
- In case of International tickets the guidelines are laid down by IATA, and followed by International carriers, world over.

(c): Indian Airlines has taken the following steps to make its services attractive and passenger friendly:-

- Introduction of flyaways- Holiday packages.
- Introduction of sleepover packages providing discounted hotel stay at major metros.
- Introduction of Desh-Videsh scheme wherein the frequent fliers are rewarded with international tickets.
- Introduction of walk-in-flights.
- Qualitative and Quantitative improvement in in-flight services.
- Introduction of Diet Meal, Jain Meal and Child Meal.
- Introduction of Netfundu scheme providing give-away items to child passengers.
- Validity of domestic tickets increased from 6 months to 1 year.
- Refurbishing of aircraft interiors.